

Career SoftSkill Essentials™



Follow Directions



Follow Directions

Section 1: Before You Begin

- 1. What work skills from this checklist do you have?
- _____ I follow written and verbal directives.
- _____ I can follow a sequence.
- _____ I pay attention to details of directives.
- _____ I ask questions when unsure of how to proceed.



Follow Directions

Section 1: Before You Begin

- **2. Which of these skills would you like to improve or develop?**
- **_____ Follows written and verbal directives.**
- **_____ Can follow a sequence.**
- **_____ Pays attention to details of directives.**
- **_____ Asks questions when unsure of how to proceed.**



Follows Directions

Section 2: Information about Skills on Checklist

Employees who follow directions tend to:

- Be more valuable to the company.
- Have fewer accidents.
- Earn the respect of employers and coworkers.
- Get the job done right the first time.
- Cost the company less in lost time and quality of productivity.



Follow Directions

Follows Written and Verbal Directives

This means that:





- Employers expect you to do a task in the order that it has been explained.
- You may receive directions verbally or in writing.
- You may have to take notes when verbal directions are unclear.
- You should repeat verbal instructions to show understanding.
- When you follow written and verbal directives, you have an essential career soft skill.



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Can Follow a Sequence

This means that in the workplace:

-  **Following a sequence is important to your safety and the safety of your coworkers.**
-  **Quality improves when you follow the correct sequence.**
-  **When tasks have a sequence, you need to understand the steps and follow the order in which they should be completed.**
-  **Following a sequence is cost effective for the company.**



Follow Directions

Can Follow a Sequence continued

This means that in the workplace:

- When a set of directions is given orally:
 - Take short notes.
 - Focus on the main points.
 - Number steps in order.
 - Repeat verbal instructions to show understanding.
- When you can follow a sequence, you have an essential career soft skill.



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Pays Attention to Details or Directives

- This means that in the workplace:
- Focus on details will insure:
 - Quality of work.
 - Completeness of task.
 - Accuracy of outcome.
 - Best use of time.
- When you pay attention to details or directives, you have an essential career soft skill.



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Ask Questions When Unsure of How to Proceed

This means that in the workplace:

- You need to understand what you have to do before you can do it.
- Sometimes directions will seem unclear. You may have to ask for an explanation.
- Asking questions when you are unsure how to proceed is an essential career soft skill.



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Section 3: Scenario/Case Study

- Jamika works as a delivery person. Ms. Jackson, her supervisor, gave Jamika the following instructions:
- “I promised some deliveries early this morning. This order has to be on West Street by 10:00. Even though it is on the other side of town, go there first.”
- “Here is another one for West Street and it also has to get there early. Wait, Mrs. Smith’s order needs to be delivered right now. She lives on First Street. Do these three first and then finish your normal route. Do you have any questions?”



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Section 3: Scenario/Case Study

- Jamika did not understand what her supervisor said, but she did not ask for an explanation. She felt comfortable completing the route in her usual order; so she did.
- When Jamika got back to the store, Ms. Jackson was angry. She had been apologizing all morning to upset customers who did not get their orders as promised.
- Ms. Jackson told Jamika, “One more day like this and you will have to find another job.” Jamika did not understand why Ms. Jackson was so upset. How could it be her fault? Ms. Jackson gave poor directions.



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Section 4: Applying What You Know

1. What skills does Jamika need to develop?
2. ____ Follows written and verbal directives.
 - ____ Can follow a sequence.
 - ____ Pays attentions to details of directives.
 - ____ Asks questions when unsure how to proceed.
- 2. What are other ways that Jamika had to get the job done effectively?



Follow Directions

Section 5: Skill Review

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Follow Directions soft skill module.



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Section 5: Skill Review continued

Follow directions means:

- **Doing what the supervisor has asked whether the directions are given orally or in writing.**
- **Following the sequence given.**
- **Paying attention to details.**
- **Asking questions when there is a lack of understanding.**